



# STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

**Working Title**  
Editor/Writer

**Job Code Title**  
Technical Writer

**Pay Band**  
05

**Job Code Number**  
273435

**Director's Office**  
Executive Office  
Public Relations Unit

**Fair Labor Standards Act**  
Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Director's Office supports the agency's Director and is composed of four work units: Legal Services Office; Office of Tax Policy and Research; Office of Human Resources and Organizational Development; and the Executive Office. The Executive Office includes the administrative support staff, fiscal administrator, public relations, and taxpayer assistance and public outreach.

## **Job Responsibilities**

The Editor/Writer ensures the department's written communications have a consistent tone and feel; manages various written communication projects; and provides ongoing guidance, technical assistance, and training in business communications. The work includes writing a variety of documents such as correspondence, articles, reports, or manuals for a wide range of uses. The position reports to the Public Information Officer and does not supervise other staff.

### **• Writing and Editing Agency Documents 50%**

The incumbent establishes and maintains a consistent writing style for the agency to translate tax and liquor control information into terms that the public understands.

1. Reviews the agency's published materials and recommends revisions or changes in scope, format, content, and methods of customer presentation to establish and maintain an agency-wide standard and tone for written materials.
2. Works with subject matter experts to decide on the content of written communications by conducting in-depth interviews to compile information, understand the topic of the communication, and define the scope of work needed to meet reader requirements. Identifies any time, technology, and resource constraints on meeting these requirements.
3. Writes a variety of documents such as correspondence, publication text, or website content to inform readers about agency-related subjects in an interesting, informative, and easy-to-understand way. Researches and analyzes the information needs, reading comprehension levels, and preferences (mailings, references, online access) of targeted groups of readers. Ensures information is organized and presented in a way that is understandable and useful to those readers.

4. Provides quality control over written materials placed on the agency's website to ensure that all materials are copyedited properly, presented in an understandable manner, and displayed appropriately by preparing, editing, and formatting written content for agency website.
5. Reviews and edits written materials to ensure they are clear and understandable to the target audience, conform to editorial standards for English usage and a consistent agency writing style, and maintain professional presentation and quality.
6. Copyedits and revises written materials prepared by agency employees for publication to improve clarity and conciseness. Evaluates apparent problems in content and policy, reviews tone, recommends changes for professional and positive impact, and corrects grammar and punctuation. Confers with the employee who authored the materials regarding changes in content, composition, style, and other elements as needed to resolve issues, communicate decisions affecting the document, establish timelines, and ensure the final document is easy to understand and the message is clear.
7. Assists with the selection and presentation of content matter for written materials to ensure that information meets the needs of targeted readers by verifying that technical documentation is accurate, complete, meets editorial policy, and follows all required writing standards and legal guidelines.
8. Produces written materials that are accurate, complete, consistent with editorial policy, reproducible, and in proper sequence by proofreading and checking materials. Uses current word processing and spreadsheet software. Documents may be complicated and lengthy.
9. Assists public information officer with writing and editing of materials for news media, including news releases.

- **Agency Information Services 20%**

The incumbent works with the public information officer to develop long-range plans for agency information services and establishes the agency editorial policy as part of those services.

1. Ensures employees know and follow ethical and legal standards of journalism and public service. Provides guidance, technical assistance, and training to agency managers and employees on composition, language, grammar, style, and format. Conducts individual coaching. Works with Human Resources to develop and deliver writing-related training programs including creating new training opportunities, updating current training programs, and assisting with training as requested.
2. Reviews and evaluates published media (print and online) to assess effectiveness of communications and recommend changes to scope, format, content, presentation, and other characteristics. This includes recommendations on production specifications, costs, timelines, and related considerations.
3. Coordinates writing program workload to ensure the timely completion of all work by prioritizing work that needs to be done, setting draft and review deadlines, and making sure that written materials have been carefully reviewed and revised before they are released to the public.
4. Seeks and encourages feedback from readers, contributors, agency managers, and others to evaluate the effectiveness of publications in providing accurate, accessible, and relevant information to target audiences. Conducts and analyzes surveys. Gathers information through reports from coworkers who have received feedback; from people who call and request copies of written materials; and from comments included in written materials.
5. Recommends software packages, computer equipment, printers, reference materials, and related resources based on research into new technology, standards, and practices.
6. Prepares reports for the public information officer detailing and evaluating the agency's writing activities to implement long-range writing programs and projects.
7. Works with supervisor to develop overall work goals and objectives, procedures, priorities, and timelines for written communications.

- **Assisting with Public Relations and Media Relations Activities 20%**

The incumbent assists the Public Information Officer, as needed, in the day-to-day management of public relations and media relations activities.

1. Covers the public relations and media relations duties of the Public Information Officer whenever backup coverage is required. This includes, but is not limited to, coordinating news conferences; issuing news releases; handling media requests; monitoring media coverage; planning and preparing public presentations; writing speeches, talking points, and model responses for speakers; assisting with the mediation of sensitive or contentious communications; and developing model responses to high-level issues.
2. Oversees the design, content, and functionality of the department's website and publications whenever the Public Information Officer is unable to provide oversight in those areas.
3. Assists the Public Information Officer in implementing the department's crisis communications plans during a disaster or emergency situation.

- **Other Duties as Assigned 10%**

1. Performs other duties as assigned by the communications officer.

### **Job Requirements**

To perform successfully as a editor/writer, the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. It is essential that the incumbent has the ability to understand information and ideas presented through spoken words and sentences and translate them to written communications. Skills in communicating verbally and through writing; planning and organizing work; interpreting laws; providing training; adapting written communication to the intended audience; determining the adequacy and accuracy of information; and developing appropriate formats for each project are required. Incumbent is required to establish effective working relationships with employers, co-workers and other agencies; manage transitions effectively; and adapt to varying customer needs.

This position requires knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, syntax, and grammar; agency policies; the legal and ethical standards of journalism and public service; and the principles and practices of editing. This includes knowledge of technical and business writing standards; research and analysis; desktop publishing; computer technology related to agency writing; data management techniques and tools; and techniques for customer needs assessment and evaluation of customer satisfaction.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a bachelor's degree in English, journalism, technical writing, or a closely related field and one year of job-related work experience.
  - Work experience should include developing, writing, editing, and proofing professional documents.
  - Five years of experience developing, writing, editing, and proofing professional documents or developing informational materials and independently managing writing projects will substitute for the above education and experience.
  - Other combinations of education and experience will be evaluated on an individual basis.

### **Department Core Values**

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.

- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

### **Working Conditions**

This position has considerable mental stress and pressure due to workload, deadlines, and time constraints. At times, the incumbent will deal with difficult individuals to resolve concerns. This may cause stressful work conditions and a high degree of mental stress. The incumbent will be required to multi-task and pay strict attention to details and accuracy. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. Work hours may exceed 40 hours per week from time to time. This position requires considerable computer and keyboard use. The incumbent may spend considerable time on the phone. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers and books. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

### **Special requirements**

- **Background Examination:** Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- **Compliance with All Appropriate Montana Tax Laws:** An employee's tax status must be current.

**This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.**

**Division Administrator Review:** The statements in this job profile are accurate and complete.

Signature: Alan Peura, Deputy Director      Date: August 2010

**Human Resource Director Review:** The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director      Date: August 2010

**Employee:** My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name (print): \_\_\_\_\_